



THE NEW AMERICAN MOTORCYCLE™

Date: August 11, 2004

TECHNICAL SERVICE BULLETIN

Victory Motorcycle

Bulletin Number: V-03-05

Model Years: 1999-2001

☐ Safety Bulletin ☒ Safety Recall ☐ Service Bulletin ☐ Service Alert Fax ☐ Production Update Kit

 Distribution: ☐ Owner / Principle ☐ Service Manager ☐ Sales Manager ☐ Parts Manager ☐ Technicians
This Service Bulletin is located at www.polarisdealers.com

-Confidential and Proprietary-

SUBJECT: UNEXPECTED SIDESTAND DEPLOYMENT (REF: V-03-05SAF SENT NOVEMBER 6TH, 2003)

PURPOSE: The Victory Motorcycle Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in all 1999-2001 model year Victory motorcycles. The sidestand spring and/or pin used to attach the sidestand spring to the frame may be damaged by contact with the ground or other surface. Damage could occur if the vehicle bottoms out, or if the vehicle is moved up or down a steep ramp. The rider may not be aware of damage to the spring or spring pin, and either one could fall while the vehicle is in operation. If this occurs, the sidestand could deploy unexpectedly, potentially leading to a loss of control.

MODEL(S) AFFECTED:

Model(s) Affected	Model Number(s)	Vehicle Identification Number (VIN) Range
1999 Models	ALL	ALL
2000 Models	ALL	ALL
2001 Models	ALL	ALL

WHAT YOU MUST DO:

- 1) Install a Sidestand Kit on each affected vehicle following instructions provided in each kit. Refer to Parts Ordering Information on Page 2 to order the appropriate kit.
- 2) Perform this Safety Recall Bulletin on all affected motorcycles in your inventory. DO NOT deliver an affected motorcycle until this bulletin has been completed.
- 3) File a warranty claim following Warranty Claim Filing procedures listed on page 2 of this bulletin.

CUSTOMER NOTIFICATION:

A customer notification letter announcing parts availability for this repair will be sent to registered owners of 1999-2001 models Victory motorcycles. An example of the customer letter is shown on Page 3. In addition to the notification letter sent by the Victory Motorcycle Division of Polaris Industries Inc., dealers are required to notify the owners of motorcycles sold by their dealership, and to make arrangements to perform this warranty repair immediately.

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WARRANTY CLAIM INFORMATION:

V-03-05 Page 2 of 3

Safety Recall Number	V-03-05
Claim Type	File Warranty Claim Type SB for both registered units and units in your inventory.
Labor Allowance	Enter :45 hrs. in the labor area for each vehicle repaired.
Warranty Claim Special Instructions	A single group claim using the claim type SB (Service Bulletin) may be submitted listing the serial number and date of repair for all machines with the <u>same model number</u> . DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.
Claim Part #	Enter (1) Kit, Sidelstand (enter the part number for the correct kit listed below) and (1) 7170107 bulletin completion decal in the parts area of the warranty claim.

PARTS ORDERING INFORMATION: Order 1 kit for each 1999-2001 motorcycle sold by your dealership using the part number guide below. Also order one kit for any motorcycle currently in your inventory, and one kit as required for scheduled appointments on motorcycles that you did not sell.

MODEL(S) AFFECTED:

Model(s) Affected	ORDER KIT PART NUMBER:
All 1999 Models	2202824 (This kit includes a new sidestand)
All 2000 and All 2001 Standard, Special Edition (SE) or Deluxe Cruiser Models	2202779
All 2000 and All 2001 Sport Cruiser (SC) Models	2202721

NOTE: For a list of affected vehicles sold by your dealership, go to www.polarisdealers.com and select *Service and Warranty*, then *STOP Site*. In the *STOP Site Links* column (top left box on page), click *Service Bulletins* to display a list of Victory Technical Service Bulletins. Scroll down to V-03-05 and click on the *All VINs* link to display the list. You can also click the *Need Work* column to obtain a list of vehicles in the *All VINs* list that still need to be repaired, or select the *Completed* column for a list of vehicles that have been repaired with this bulletin according to our records.

SERVICE PARTS AFFECTED: All sidestand springs PN 7042047 in your inventory must be removed from stock and returned. File one Parts Stock Warranty Claim for springs in inventory.

BULLETIN COMPLETION DECAL:

After completion of this bulletin, fill out a service bulletin completion decal (P/N 7170107) and install on the inside of left side cover as shown.

Sincerely,



Karl Iversille
Manager, Technical Service & Warranty



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CONSUMER RECALL PARTS AVAILABILITY NOTICE

V-03-05 Page 3 of 3

Polaris Sales Inc.
2100 Hwy. 55
Medina, Minnesota 55340
Phone: 763-542-0500
FAX: 763-542-0599



THE NEW AMERICAN MOTORCYCLE

Warning and Recall Notice 03V-338 (or 03-220 In Canada)

Dear Victory Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In November of 2003 the Victory Motorcycle Division of Polaris Industries Inc. began a Safety Recall Campaign to address unexpected sidestand deployment on all 1999-2001 Victory motorcycles. A previous letter (enclosed) was mailed to owners of record announcing this recall campaign.

This letter is to inform you that parts are now available to complete repairs on your motorcycle. All authorized Victory dealers have been issued a Safety Recall Bulletin (V-03-05) that contains parts ordering information. Please contact your authorized Victory dealer at your earliest convenience to schedule an appointment to have this warranty repair performed. Your dealer will order the required parts for your motorcycle when you schedule your appointment.

The sidestand repair related to this Safety Recall will be performed free of charge. You may choose to have other service work or maintenance performed at the same time at your own expense.

If you have paid to have a sidestand related condition repaired prior to receiving this notice, you may be eligible to receive reimbursement. A reimbursement form with instructions for filing a claim can be requested by calling Polaris Customer Service at 763-417-8650.

Please accept our apologies for any inconvenience this may cause you.

If you believe that the Victory Motorcycle Division of Polaris Industries Inc. has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration at 400 Seventh Street S.W., Washington D.C. 20590 or call the toll-free safety hotline at 1-888-327-4236.

Sincerely,

VICTORY MOTORCYCLE DIVISION OF POLARIS
INDUSTRIES INC.

Karl Iversen
Manager, Technical Service & Warranty

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days. If you are no longer the owner of the Victory motorcycle indicated by this letter, please contact our Consumer Service Department @ 763-417-8650 so we may update our records. Or write to us at:
Polaris Industries, Inc.
Consumer Service Department
2100 Highway 55
Medina, MN 55340-9862

REF: V0305

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Polaris Sales Inc.
2100 Hwy. 55
Medina, Minnesota 55340
Phone: 763-542-0500
FAX: 763-542-0599



THE NEW AMERICAN MOTORCYCLE™

Warning and Recall Notice 03V-336

November 11, 2003

Dear Victory Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The Victory Motorcycle Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in all 1999-2001 model year Victory motorcycles. Our records indicate that you own one of the potentially affected vehicles.

The sidestand spring and/or pin used to attach the sidestand spring to the frame may be damaged by contact with the ground or other surface. Damage could occur if the vehicle bottoms out, or if the vehicle is moved up or down a steep ramp. You may not be aware of damage to the spring or spring pin, and either one could fail while the vehicle is in operation. If this occurs, the sidestand could deploy unexpectedly, potentially leading to a loss of control, which could result in a crash.

Victory has designed a part that will be much less vulnerable to damage, however, it is not yet available. We will notify you again by mail as soon as this new part becomes available.

In the meantime, there are steps you can take to protect yourself. First, take a close look at the spring and pin on your bike (see photo below). If the spring is visibly damaged or has lost tension, contact your dealer for a free replacement. If the pin is bent, broken, or otherwise damaged, you should contact your dealer.

Second, avoid riding or transporting your motorcycle in any way that may damage the spring or pin.

Third, if the sidestand does deploy while you are riding, move safely to the side of the road. Avoid any sudden changes in direction or speed. Any left turns should be executed as slowly as safety permits. Do not operate the motorcycle with the sidestand deployed.

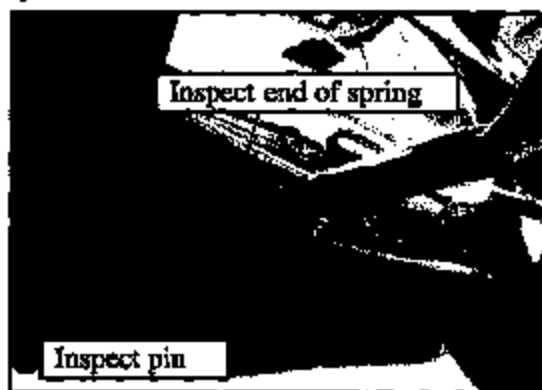
Please accept our apologies for any inconvenience this may cause you.

Sincerely,

VICTORY MOTORCYCLE DIVISION OF POLARIS
INDUSTRIES INC.

Karl Iverslie

Manager, Technical Service & Warranty



View from beneath sidestand mount (left side)

If you are no longer the owner of the Victory motorcycle indicated by this letter, please contact our Consumer Service Department @ 763-417-8660 so we may update our records. Or write to us at:

Polaris Industries, Inc.
Consumer Service Department
2100 Highway 55
Medina, MN 55340-0962

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

REF: V0305